

CHUCK E FOCUS

Week 1 – January 8, 2016

1707 Market Place Blvd Suite 200
Irving, TX 75063
972-258-8507



In an effort to ensure we have accurate results and numbers, the Cashier winners of the Gift Card Sales Contest is still under further review.

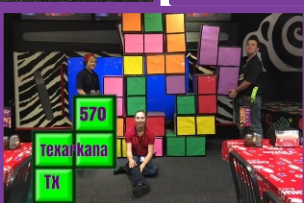
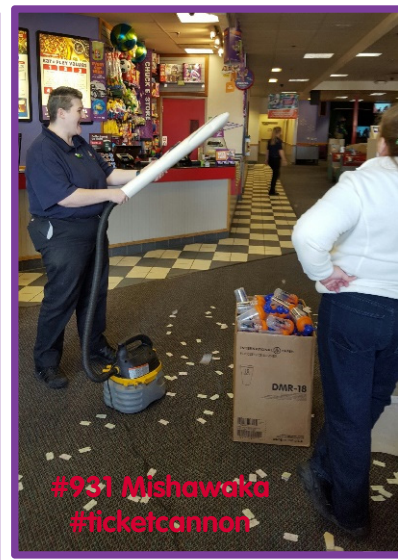
**However, please help us give a HUGE congratulations to the following restaurants in reaching the Top 10 in Gift Card Sales!
Your Sales Booster Pins will soon be on their way!**

Top 10 Restaurants

Name	Store
1. New Hartford, NY	646
2. Niles, OH	745
3. Johnstown, PA	534
4. Regina, SK	872
5. Mansfield, OH	746
6. Erie, PA	536
7. Altoona, PA	449
8. Butler, PA	530
9. Vestal, NY	521
10. Hamburg, NY	516

**Get ready, before you know it your new Cashier's Sales Contest will be well under way in Period 2.
Stay tuned for details!**

MY FAVORITE FUN



DEAR CHUCK E...

My wife, 3 year old son, 6 year old daughter, and I visited your Chuck E. Cheese located on 3108 Alpine Ave Grand Rapids, MI on December 5. We dashed from the Devos Convention Center after my daughter's gymnastic competition. My wife and I promised our kids we would take them to Chuck E. cheese while we were in Grand Rapids from Traverse City. I would like to take this opportunity to recognize and commend one of your team members, Katie who worked the cash register and prize counter that evening. She made us especially my son and daughter, feel like VIP from the time we purchased our tokens to our kids picking out their prizes. We all knew your establishment closed at 10:00 PM and she served us as if we were her first customers. I have witnessed many times when customers enter an establishment close to closing time and "customer service" is out the window. That is not what we experienced with Katie. She welcomed us with open arms and was very engaged with my kids from asking my daughter how her competition went to helping them pick out prizes. I am a General Manager of a hotel in Traverse City and have been in customer service for over 30 years. In today's world it is rare to find or encounter a gem like Katie who is genuine and truly cares for what she does. I had asked Katie how long she worked at your location and she told us 3 weeks. She is a "Diamond in the rough" and we hope your organization will continue to nourish and polish her skills because she will be valuable to your organization. In a world full of violence and negativity, it is a breath of fresh air to encounter someone like Katie. We hope you will share this letter on her behalf in your next team meeting. Please thank her again for us for her superior customer service and we hope she will be there the next time we visit.

ANNIVERSARIES

5 YEARS

Shane Balasinghe ~ Location 032
Berta Nunez ~ Location 422
Jared Lombardi ~ Location 645
Randy Edwards ~ Location 728

10 YEARS

David Sparks ~ Location 502
Brandi Sence ~ Regional L&D Manager

15 YEARS

Matthew Karr ~ Location 309
Alison Hemenway ~ Location 378

Northern Region
Grand Rapids, MI #335
RVP Jim Brawley
DM Chad Estrada
GM Joseph Kirby
Cast Member Katie

My hat is off to the staff at this location, especially Sequoia and Dan the store manager. I am the co-leader of a local girl scout troop. A couple of my girls met a little girl at a charity event recently and learned that she had never had a birthday party. They thought that throwing her a party at Chuck E. Cheese would be a great idea. The girls paid for the food out of their troop funds, and each girl bought her a gift using their own money. Unfortunately, our account is rather diminished (since it's not cookie season yet), so we couldn't afford the birthday party package. After explaining the situation, I asked the management team if they could throw in anything extra just for the birthday girl as my girls didn't need any extras. Sequoia said she would see what she could do. Next thing I knew, Dan came out with a birthday cape, tiara, goody bag, and special drink cup for our special guest. She was THRILLED upon her arrival! A bit later in the party, Dan threw in a free turn in the ticket Blaster and our little friend got a ticket good for 1000 tickets, and a LOT more! The staff at Chuck E. Cheese went above and beyond to make a very special day for the little girl who doesn't have much. I'm sure she will never forget this day, and neither will my girls and I. Bravo, well done!

Western Region
San Diego, CA #441
RVP Tim Kerum
DM Patricia Cedillo
GM Daniel Gentile
Cast Member Sequoia

I want to thank and show my sincere appreciation for Robert, the manager at the Fort Worth/Hulen location. We scheduled a small birthday party for late New Years Day. While our table was ready, our party hostess failed to show up for her shift. When I approached Robert, he apologized for the situation and took over as our host while also managing the restaurant. HE WAS AWESOME! He took care of everything we needed and then more until he could get a replacement host. He continually checked on us as we were playing games and made our birthday girl feel like a princess. She could not have asked for a better birthday. Ben, our replacement host was great as well, but Robert came and participated in most of the party festivities when time to eat. I can't say enough about how much we appreciate him. I have to admit, I have avoided Chuck E. Cheese over the years because of the service/food quality/price, but we will definitely be back thanks to Robert.

Central Region
Hulen, TX #595
RVP Chris Kelly
DM Eric Bargas
GM Ginny Coleman
Asst Manager Robert Lewis
Cast Member Ben

First we were greeted and helped out by a very friendly Ishia. Let me just say how impressed I am with how friendly every staff member has been. A young man came out as Chuck E. and played with the kids. His name was Michael and I have never seen kids enjoy themselves more. I just wanted to let everyone know how wonderful and clean this facility is. I will be back for sure.

Southern Region
Lake Charles, LA #709
RVP Mike Boyko
DM Brian Pitre
GM Josselin Rodriguez
Cast Member Ishia and Michael

GM OPPORTUNITIES

669 Rogers, AR	562 Gulfport, MS
043 Visalia, CA	308 West Las Vegas, NV
322 Dublin, CA	510 West Windsor, NJ
379 Concord, CA	512 Bridgewater, NJ
768 Pinole, CA	554 South Toledo, OH
066 Jax-Orange Park, FL	746 Mansfield, OH
719 West Orlando, FL	660 Portland, OR
611 Norcross, GA	667 Jackson, TN
059 457 Lowell, MA	570 Texarkana, TX
767 Baton Rouge, LA	580 Valley View Dallas, TX
479 Natick, MA	586 Austin, TX
488 Burlington, MA	114 Layton, UT

DISTRICT MANAGER

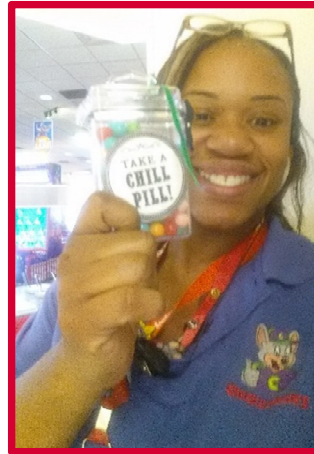
District Manager

Based in Denver, CO

MY FAVORITE FUN FEATURE OF THE WEEK GOES TO...

Team Batavia #349

Hats off to the managers at Batavia! They made a "chill pill" jar that has lemonheads in it. When anyone is feeling stressed and nerves are being worked, they can come get a Chill Pill. Parents even loved this for their crying



Employee Referral Program

Effective Date: 09.01.2015; Program supersedes all prior eligibility rules and bonus levels.

Eligible Positions	Bonus Level	Eligible Employees	Payout
Chuck E Cheese's and Peter Piper Operations Management Positions: - General Manager - Sr. Assistant Manager - Assistant Manager - Technical Manager	\$1,000.00 Bonus* (subject to applicable taxes/withholdings)	All employees are eligible for referral bonus <u>except</u> Vice President and above, Recruiting Staff and Managers with hiring authority for the position. A candidate must be submitted by employee prior to candidate's date of job application and the candidate must not be a current temporary or contract employee or previous employee of CEC or its subsidiaries and affiliates.	Bonus is payable after candidate successfully completes 6 months of employment. Referring employee must be actively employed. See Employee Handbook for details.
CEC Support Center Management and Peter Piper RSC Management Positions: Manager Level and Above	\$500.00 Bonus* (subject to applicable taxes/withholdings)	Simply submit: - Your Name and Location - Referred Candidate's Name and Contact Information - Title of Position Match - Date of Referral - Email to: TalentReferral@cecentertainment.com	

*The bonus currency (\$USD or \$CAD) will be payable according to the referring employee's payroll location.

LEARNING & DEVELOPMENT

NEW AND IMPROVED!

PORTION CONTROL CHARTS

Hooray, the wait is over! Beginning next week, your long awaited portion control charts will begin shipping from Office Max. Please allow a 2 week timeframe for the completion of this drop shipment. Refer to your L&D Manager or DM/AD for further instruction for when your chart arrives.

Pasqually's Pie Chart

	ALL	LO	MD	HD
Base	3	4	3	1
Cheese	9 1/2 oz	7 1/2 oz	5 1/2 oz	2
1 Topping	Papadum, Canadian Bacon, Bacon	3 1 1/2	2 1/2	1 1/2
	4 1/2	2 1/2	1 1/2	1 1/2
2 Toppings	Papadum, Canadian Bacon, Bacon	2 1/2	1 1/2	1 1/2
	4	2	1 1/2	1 1/2
3 Toppings	Papadum, Canadian Bacon, Bacon	2 1/2	1 1/2	1 1/2
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If you have not received your new chart by Friday, January 29, or if you are needing to place a re-order/replacement order, please contact the Learning & Development Department at learning@cecentertainment.com

NORTHEAST REGION

Congratulations to Team Downingtown #538 as the first winners of the northeast #funleashed traveling trophy. They won it for November for the Northeast Regional #chucksgiving contest.



CAST TESTS

School of Kitchen and School of Service Tests will no longer be available for purchase from ASB. When in need of a copy of either of these tests, they are currently available to print at your convenience on the BBS Website under Area 11 – Cast.

Keep your eyes and ears open for new things and exciting improvements coming your way from your Learning & Development Department for 2016!

A LETTER TO THE BIG CHEESE...

Sent in by restaurant #340 Clarksville

Dear Chuck E. Cheese Store Owners,
Will you find a real Strong ownership group to put a Chuck E. Cheese's Store on the big lot by Econolodge Hotel on E